SPECIAL TRAFFIC MANAGEMENT PROGRAM

e-STMP
Web Reservation System
User Instruction Guide

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Produced by ATT-220

Special Traffic Management Program (e-*STMP*)
Web Reservation System
User Instruction Guide

Purpose

Special Traffic Management Programs (STMPs) are implemented for special events that attract thousands of people and aircraft to participating airports.   To properly manage the flow of arrivals and departures for these events, the FAA requires users to make arrival and departure reservations to and from these airports.   Previously, pilots could make reservations using a touch-tone telephone to a toll free number or through a modem connection.

To simplify the reservation process and allow for more reservation flexibility, a Web interface, called e-STMP, has been developed.   This application complements the current touch-tone reservation system and beginning September 2000, is available to anyone with an Internet connection and a Web Browser. e-STMP also eliminates the need for modem connectivity; therefore the modem connectivity feature used by the prior system has been removed.

Overview

The e-*STMP* Web Reservation System can be accessed from the ATCSCC web site, under the Products section. The URL to gain access to the site is:

> http://www.fly.faa.gov/

In order to use the *e-STMP* Web Reservation System, users are required to provide a User Name and Password each time they use the system. User registration is completed upon initial Log-on to the site.

This document provides an overview of the features of the e-*STMP* Web Reservation application and explains the procedures for making and revising reservations. Specifically, this document explains:

- System Requirements
- How to Navigate the Web Site
- How to Register to Use the Web Site
- How to Log-on to the Web Site
- How to Make an Arrival/Departure Reservation
- How to Confirm a Reservation
- How to Change Information on a Reservation
- How to Cancel a Reservation
- How to Get Help

System Requirements

To use the e-*STMP* Web Reservation system a web browser and an Internet connection are required. The minimum suggested browser versions are:

- ✈ Netscape Browser 4.x or higher.
- ✈ Internet Explorer 4.x or higher.
- ✈ AOL 5.0 or higher

Note: To use the e-STMP Web Reservation System, "JavaScript" and "Cookies" should *not* be disabled on the browser.

➢ *JavaScript* is a feature on browsers that allow programs to enhance web pages. JavaScript is safe and will not access any of your personal files.

➢ *Cookies* is a feature that allows the application to verify successful user login to the site. We do not use Cookies to keep track of you. Rather, they are used only to verify a successful login to the web site. The FAA ATCSCC respects your privacy and does not share your information with third parties. Cookies created by the application terminate as soon as you close the browser.

Navigating the Web Site

The e-*STMP* Web Reservation application provides a *Navigation Menu* located on the left side of the web page at all times (Refer to Figure 1). The Navigation Menu offers easy access to the various e-STMP functions.

The *Navigation Menu* consists of links to:

✦ Log In
✦ Register
✦ Make a reservation
✦ Confirm a reservation
✦ Change a reservation
✦ Cancel a reservation

Additionally, the logo located at the top of the menu is provided as a link back to www.fly.faa.gov. Select this link at any time while in the e-STMP application to return to the Home Page.

Throughout the e-STMP Web Reservation System, required fields have been indicated by an asterisk (*) and red field description text. Fields described with black text are optional.
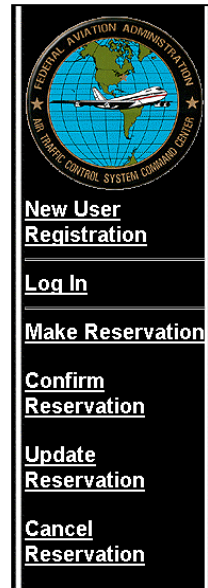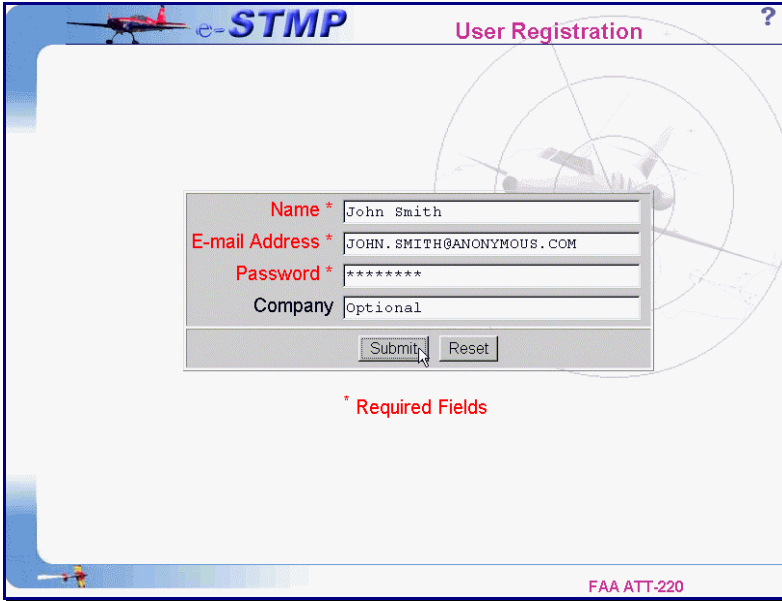

**Figure 1:
Navigation Menu**

Registering to Use the Web Site

All individuals using the e-STMP Web Reservation System to make a reservation are required to complete a one-time registration form. The fields on the Registration page and a brief explanation of each are as follows:

Name	Required field. Enter your full name.
E- mail Address	Required field. After you enter your e-mail address and tab out of the field, your e-mail address is automatically capitalized.
Password	Required field. The Password you select must be at least one character and no more than 10 characters. Any combination of letters and numbers may be used. When entered, the Password does not display on the screen. Instead, asterisks indicate each character entered in the Password field.
Company	Optional field. If desired, you may specify the name of the company for which you are affiliated.

Register to use the e-STMP Web Reservation System by following the instructions described in the table below:

Step	Description
1	Navigate to the www.fly.faa.gov web site, then: • Select *Products* • Select *e-STMP* The *e-STMP Home Page* is displayed. From the Navigation Menu located on the left frame: • Select *New User Registration*
2	On the *User Registration* page: • Enter your *Name* • Enter your *E-mail Address* • Enter a *Password* • If desired, enter the *Company* for which you are affiliated Once all information is entered: • Click *Submit* **Figure 2: User Registration Form**
3	When the information you entered on the *User Registration* page is successfully added to the database, a page similar to that depicted in Figure 3 is displayed. Your full Name, User ID and Password are presented. **REMINDER:** *Be sure to write down your User ID and Password in order to ensure access during subsequent visits to the site.*

Step	Description
	Figure 3: Successful Registration Page

That's it! You have successfully registered to use the e-STMP Web Registration System. Now you're ready to make a reservation.
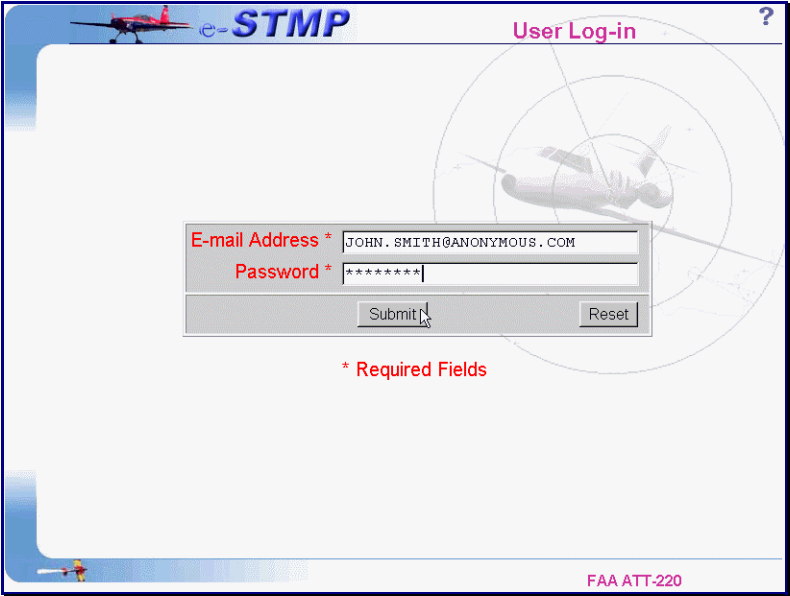

Logging On to the Web Site

To use the e-STMP Web Reservation System, users are required to log on with the User ID and Password used during registration.   If a user attempts to go directly to an e-STMP reservation function, the application reminds the user to Log On and does not allow the user to continue.

The fields on the User Log-In page and a brief explanation of each are as follows:

E- mail Address	Required field. After you enter your e-mail address and tab out of the field, your e-mail address is automatically capitalized.
Password	Required field. When entered, the Password does not display on the screen. Instead, asterisks indicate each character entered in the Password field.

Log on to the e-STMP Web Reservation System by following the instructions described in the table below:

Step	Description
1	Navigate to the www.fly.faa.gov web site, then: • Select *Products* • Select *e-STMP* The *e-STMP Home Page* is displayed. From the Navigation Menu located on the left frame: • Select *Log In*

Step	Description
2	On the *User Log-in* page: • Enter your *E-mail Address* • Enter your *Password* • Click *Submit* **Figure 4: User Log-In Form**
3	When the information you entered on the *User Log-in* page is successfully verified with the database, a Welcome page similar to that depicted in Figure 5 is displayed. **Figure 5: Successful Log On Page**

That's it! You have successfully logged on to the e-STMP Web Registration System. Now you're ready to make a reservation.
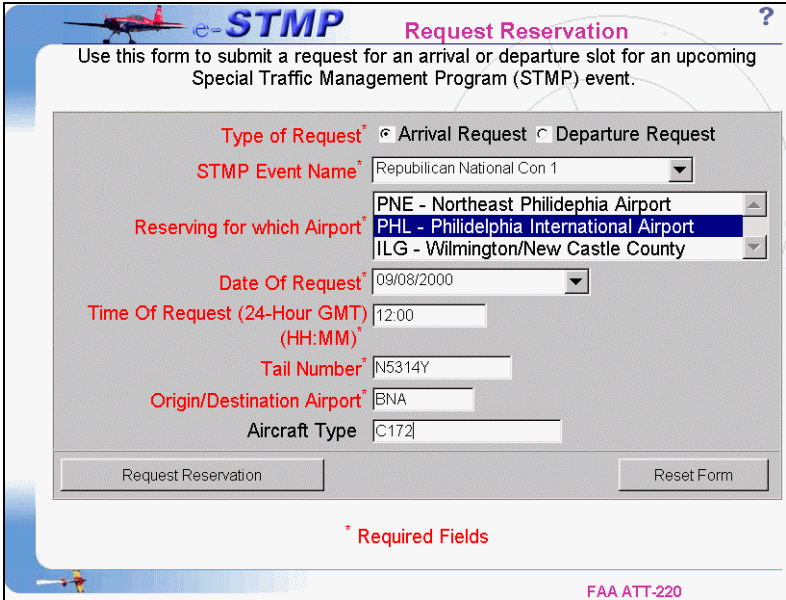
Making a Reservation

The e-STMP Web Reservation System will not allow a user to access the system if the user has not first logged in. Before attempting to make a reservation, follow the instructions for **Logging On to the Web Site**, contained in the previous section of this document. Once logged in, reservations can be made.
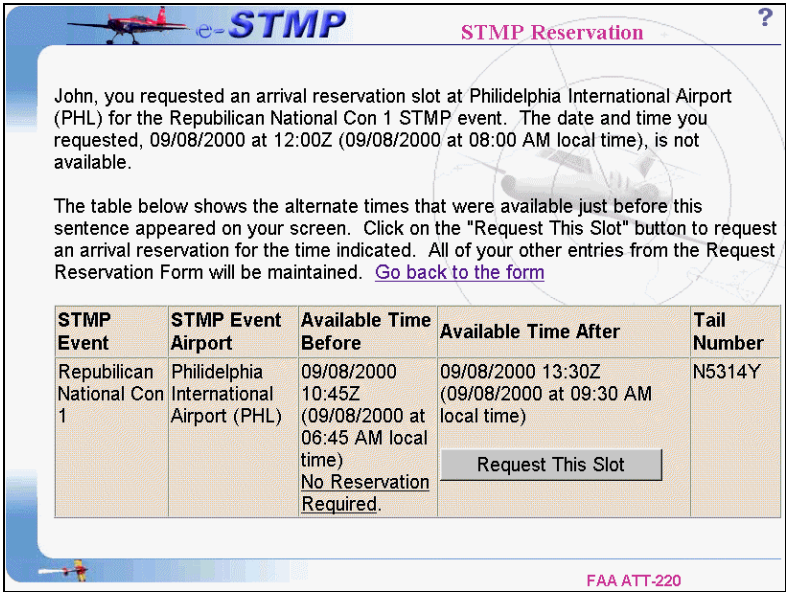
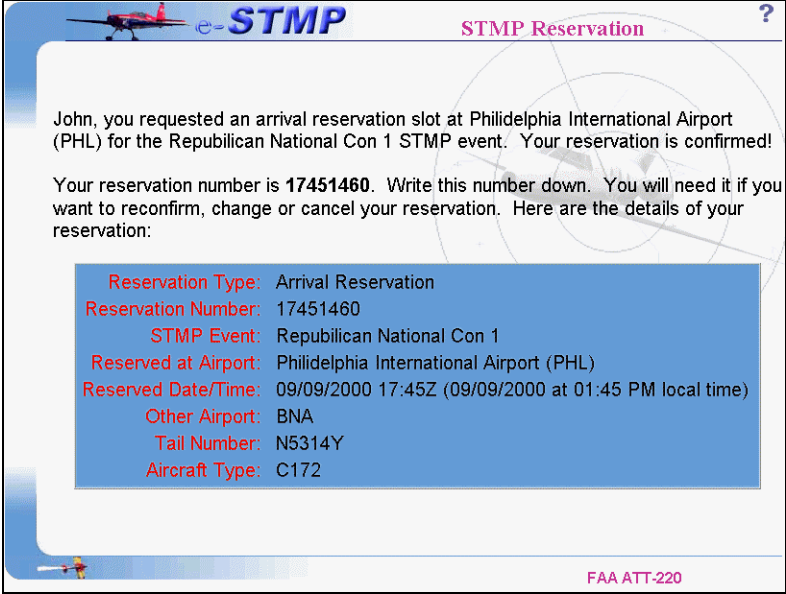The fields on the Request Reservation page and a brief explanation of each are as follows:

Type of Request	Required field. Specify whether you are making an Arrival Request into an airport, or a Departure Request from an airport controlled by a STMP.
STMP Event Name	Required field. From the drop-down list, select the Event for which you are making a reservation.
Reserving for which Airport	Required field. Once you select an Event, a list of airports applicable to the event is displayed. Select the airport for which you are requesting a reservation.
Date of Request	Required field. Select your desired reservation date from the drop-down list.
Time of Request	Required field. Enter desired reservation Zulu time, in HHMM format.
Tail Number	Required field. Enter the aircraft's tail number.
Origin/Destination Airport	Required field. If making an arrival reservation, enter the 3-letter identifier of your departure airport. If making a departure reservation, enter the 3-letter identifier of your destination airport.
Aircraft Type	Required field. Air Traffic Controllers can provide more efficient air traffic services if they are aware of your type of aircraft. This allows them to consider your aircraft's performance characteristics when making control decisions. Enter your type of aircraft.

Make a reservation by following the instructions described in the table below:

Step	Description
1	From the Navigation Menu located on the left frame: • Select *Make Reservation*
2	On the *Request Reservation* page: • Select either *Arrival Request* or *Departure Request* • Select an *Event* • Select an *Airport* • Select a Reservation *Date* • Enter the requested reservation Zulu *Time* • Enter your aircraft's *Tail Number* • Enter your *Origin* or *Departure* airport, as appropriate • Enter your *Aircraft Type* • Click *Request Reservation*

Step	Description
	Figure 6: Request Reservation Form
3	If a reservation is not available for the date and hour selected. The system will display the nearest available times a reservation is available – one time before and one after the requested time. • Select one of these times -OR- • Request a new time by repeating the Make Reservation process, beginning with Step 1 Figure 7: Slot Not Available If a reservation is not required for the date and hour selected, the system will inform you that a reservation is not required.

Step	Description
4	Once your reservation request is accepted, the *STMP Reservation* page is displayed. This page provides you with your **Reservation Number** and the details of your reservation. • Print this page for future reference **Figure 8: STMP Reservation Page**

That's it! You have successfully made a reservation for an upcoming event.   Print the STMP Reservation page and keep it handy. You'll need your STMP Reservation Number if you need to reconfirm, change or cancel your reservation. You may need to provide the air traffic controller with your Reservation Number when you fly into (or out of) the event.
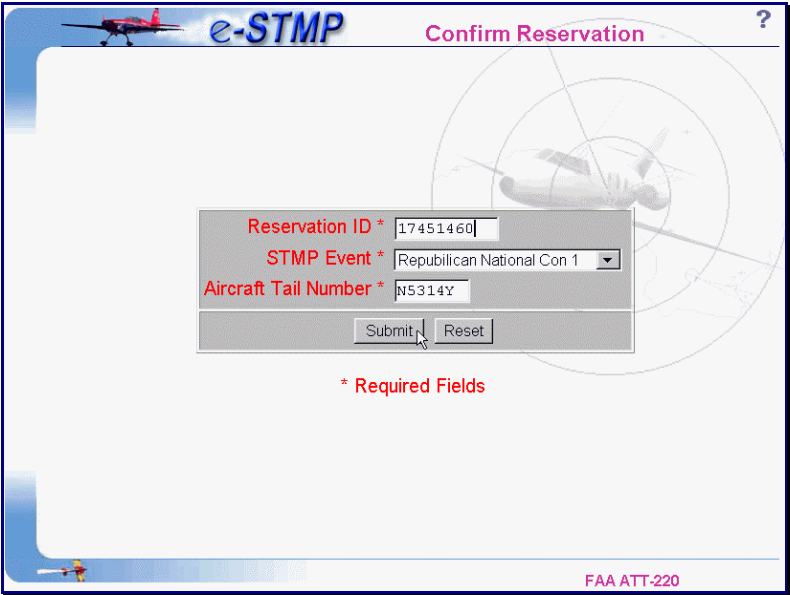
Confirming a Reservation

Users are not required to confirm reservations. Once a reservation is made, it is final unless cancelled by the user.   The confirmation form allows users to reconfirm reservations made by either the touch-tone phone system or the web interface. To ensure security, all fields on this form are required. If a field is left blank, no information will be returned to the user.

The fields on the Confirm Reservation page and a brief explanation of each are as follows:

Reservation ID	Required field. Enter your eight-digit reservation number. This number was provided when you initially made your reservation.
STMP Event	Required field. From the drop-down list, select the Event for which you are confirming a reservation.
Aircraft Tail Number	Required field. Enter the aircraft's tail number.

Confirm a reservation by following the instructions described in the table below:

Step	Description
1	From the Navigation Menu located on the left frame: • Select *Confirm Reservation*
2	On the *Confirm Reservation* page: • Enter your 8-digit *Reservation Number* • Select the applicable *STMP Event* • Enter the *Aircraft Tail Number* for which the reservation was made • Click *Submit* **Figure 9: Confirm Reservation Form**
3	Once the information you entered is verified against existing reservations, the *Reservation Confirmation* page, displays the details of your reservation. **Figure 10: Reservation Confirmation Details Page**

Updating a Reservation

The Update Reservation function is available for changing Aircraft Type, Aircraft Tail Number and the airport of the non-event airport. Any or all of these changes may be made from the same page.

NOTE: *If other changes (i.e. date or time of reservation) are needed, the reservation will need to be cancelled and a new reservation made.*

The fields on the Update Reservation page and a brief explanation of each are as follows:

Reservation Number	Required field. Enter your eight-digit reservation number. This number was provided when you initially made your reservation.
STMP Event	Required field. From the drop-down list, select the Event for which you are changing reservation information.
Original Tail Number	Required field. Enter the reservation's original aircraft tail number.
Other Airport	Optional field. Enter the facility identifier or the new non-event airport. (I.E. Departure airport of an arrival reservation, or destination airport of a departure reservation.)
Tail Number	Optional field. Enter the new aircraft tail number.
Aircraft Type	Optional field. Enter the new aircraft type.

Update a reservation by following the instructions described in the table below:

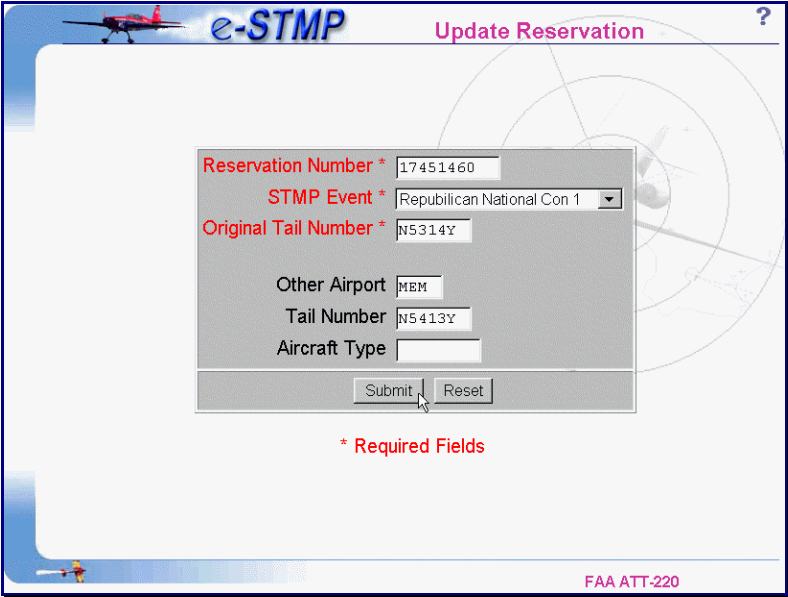| Step	Description
1	From the Navigation Menu located on the left frame: • Select *Update Reservation*
2	On the *Update Reservation* page: • Enter your 8-digit *Reservation Number* • Select the applicable *STMP Event* • Enter the original *Aircraft Tail Number* • Enter the new non-event *Airport*, if applicable • Enter the new *Aircraft Tail Number*, if applicable • Enter the new *Aircraft Type*, if applicable • Click *Submit*

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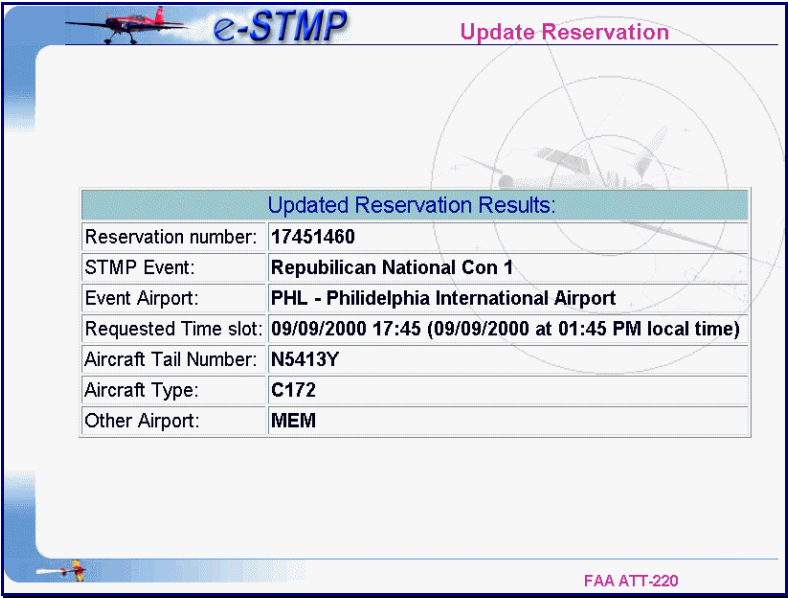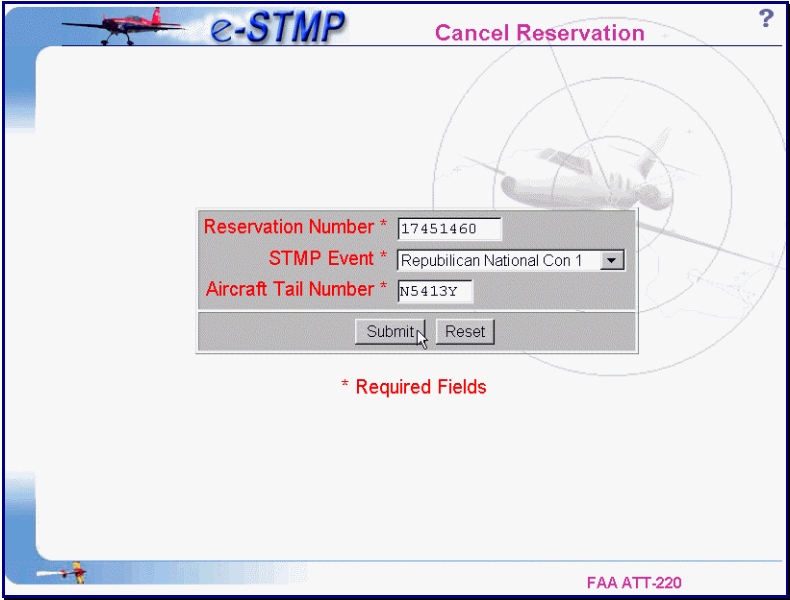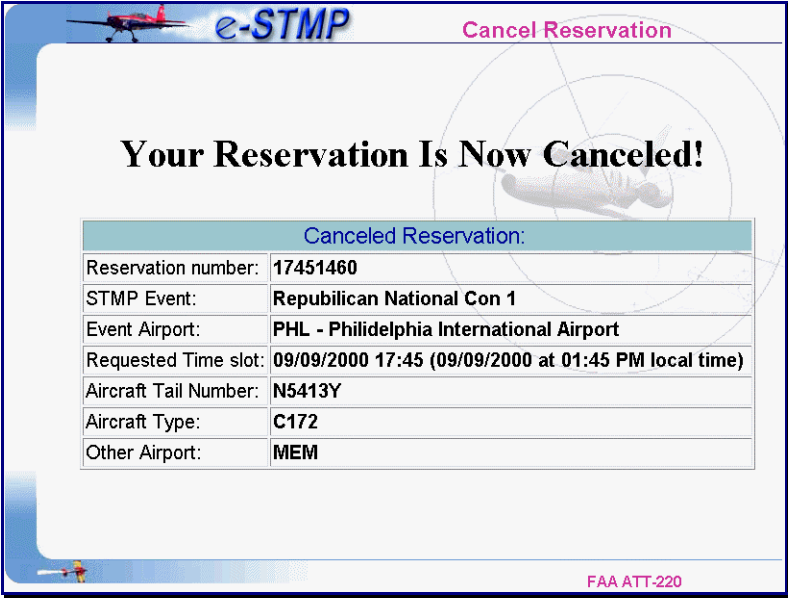| Step	Description
	 Figure 11: Update Reservation Form
3	Once your reservation is successfully updated, the system displays your updated reservation information. **Figure 12: Updated Reservation Information Page**

Canceling a Reservation

When a user wishes to cancel a reservation for an event, or change a reservation's Event Airport, date or time, the Cancel Reservation function is used. To ensure security, all fields on the Cancel Reservation form are required. If a field is left blank, no information will be returned to the user.

The fields on the Cancel Reservation page and a brief explanation of each are as follows:

Reservation Number	Required field. Enter your eight-digit reservation number. This number was provided when you initially made your reservation.
STMP Event	Required field. From the drop-down list, select the Event for which you are canceling a reservation.
Aircraft Tail Number	Required field. Enter the reservation's original aircraft tail number.

Cancel a reservation by following the instructions described in the table below:

Step	Description
1	From the Navigation Menu located on the left frame: • Select *Cancel Reservation*
2	On the *Cancel Reservation* page: • Enter your 8-digit *Reservation Number* • Select the applicable *STMP Event* • Enter the original *Aircraft Tail Number* • Click *Submit* **Figure 13: Cancel Reservation Form**
3	Once the reservation is successfully canceled, the system displays a confirmation that your reservation was canceled.

Step	Description
	 Figure 14: Reservation Cancellation Page

Getting Help

The e-STMP Web Reservation System has an on-line Help feature. Each page contains a *Help* icon, located in the upper right corner of the page. This icon resembles a question mark. Click the Help icon to receive page specific instructions at any time while in the application.

Figure 15: Help Icon

Additional problems with this system should be directed to the Air Traffic Control System Command Center's Airport Reservation Officer at (703) 904-4452.